

eWIC Vendor meeting minutes

Conference Call: Toll-Free Dial-In Number: 877-455-0244
Conference code: 207 287 5366

Date: Tuesday, February 11, 2020
Meeting held the 2nd Tuesday of each month 10am ET (1hr) - except holidays

Time: 10am ET (1hr)

Attendees: ME WIC Vendors

Agenda items

1. Roll Call
 - a) Representatives from State Staff, Federal Partners, Contract Partners, Chain Stores, Independent
2. Ana provided Overview of Transition
 - a) What is happening – Transition from paper to plastic.
 - I) Solutran is the contractor for eWIC
 - II) Maximus will provide quality assurance.
 - III) A very aggressive timetable – wrap up by 10/2020
 - b) Identified advantages of converting to eWIC.

Checkout process is more efficient

Your stores will be paid faster as payments are directly deposited into your bank

Less error prone, because approved foods, effective dates and benefit amounts are validated by the system, and not cashiers
 - c) What to expect?
 - I) Stores will be receiving Approved Food List by end of month
 - II) We are asking stores to have produce mapping completed mid-May
 - III) Mid-May we will be completing Level 3 certifications in pilot area
 - IV) Mid-May Pilot
 - (1) Penobscot/Piscataquis Counties first
 - (2) Kennebec, Aroostook, Hancock, Somerset, and Washington
 - (3) eWIC stickers will be provided for stores to place on store front
 - d) Mid June – Mid July remaining counties Cumberland, York, Androscoggin, Oxford, Knox, Waldo, Sagadahoc, Lincoln, Franklin and affected New Hampshire stores
 - e) eWIC Stores will need to have an Integrated POS System
3. What retailers need complete by Mid May?
 - a) This is a business decision for each location
 - b) Talk to your POS provider
 - c) Find out what is needed to prepare system to accept WIC
 - d) Produce Mapping
 - e) Train staff

4. Where can retailers go for questions
 - a) State - WIC Program questions WICVendor.DHHSMECDC@maine.gov, Call 207-287-3991
 - I) Solutran– Retailer questions Retailcert@Solutran.com
 - II) Maximus – Certification questions MEQAeWIC@maximus.com
5. Text phone number
 - a) If you did not receive a text message Monday 2/10 for this meeting. Please email me your text capable cell phone number. We would like to use this feature to send out eWIC communication.
6. Next Meeting
 - a) March 10th at 10am
 - b) Meeting held the 2nd Tuesday of each month 10am ET (1hr) -except holidays
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Action Items for Vendors:

Please send in your text ready phone number.

Contact your POS provider to find out if you need to update your system to be eWIC ready.

Staff Training completed by Mid-May.

Produce Mapping will need to be completed by Mid-May.

Questions asked:

- Q. Will benefit already be loaded? Will product be declined if not “wicable”?
- A. Yes. The processor will check the current APL. It is IMPORTANT to make sure a new copy of the APL is downloaded every morning. The sale will come up as amount due and no reduction in WIC benefits.
- Q. We assist a lot of shopper. How will we know what the client is able to purchase?
- A. Chad from Solutran advised simply have participant swipe the card at the register and enter their pin. Will be able to receive a print out of their benefits.
- Q. Recently lost Spectrum for most of the day; what happens during an internet outage.
- A. Connectivity is important.
- Q. Will corporate chains be able to “turned on” in non-pilot areas once the coding has been received?
- A. We will provide follow-up guidance on this.
- Q. Will we be able to override issues like we have with produce sometimes? i.e. berries won’t go through.
- A. The produce mapping is a very important part of this and the state will be providing additional guidance.